

## Continuous Quality Improvement and the Quality Service Review

PEP Implementation Team Meeting  
February 23, 2006

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## Continuous Quality Improvement (CQI)

CQI is a strength based, action oriented process that provides the means for continuously evaluating and improving services and outcomes for children and families.

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## What is the Quality Service Review?

- QSR is a way of knowing what is working/not working in practice, for which children and families, and why.
- QSR guides actions for practice development and capacity building, leading to better results.

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### What is the QSR (con't)?

- The QSR uses an in-depth case review method. It is a performance appraisal process that evaluates how children and families are benefiting from services received and how well local services are working for those children and families.
- Each child and family served is a unique “test” of the system. Small representative groups of children are reviewed to determine child/family status results and related system performance patterns.

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### What is the QSR (con't)?

- The review process is also a method for organizing the conversation with our communities in terms of the results we want for children and families served and understanding how child welfare practice can be improved to get those results.

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### Core Practice Model Principles

- Trusting relationships foster acceptance of help
- Families pursue plans they help design
- Affirming strengths builds confidence in taking the risks of change
- Assessments are more accurate when based on underlying needs
- Children in placement do better connected with home and neighborhood
- Needs based plans are more likely to produce change

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### Core Practice Model Principles (con't)

- Informal supports are essential to sustaining change
- Family team based decisions are most effective
- Coordination is most effective through team conferencing
- Success in school produces improved well-being
- Services should be flexible
- Normalized visiting produces better outcomes

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### Foundations of Practice Model

- Engaging the family leads to trust
- Assessing strengths and needs
- Developing and implementing service plan and team
- Tracking progress and adapting plan
- Sustaining the change

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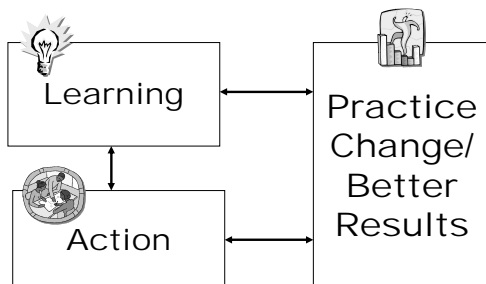
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QSR = Learning + Action



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## Overview of the Review Week

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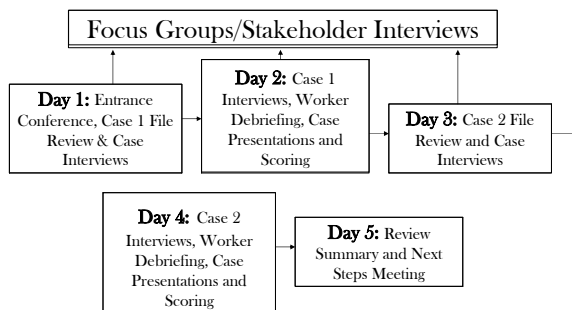
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## Review Week Schedule



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## Focus Groups

- Caseworkers
- Supervisors
- Director/Managers
- Foster Children
- Foster Parents
- Service Providers
- Judges
- Guardians ad litem
- District Attorneys/ Corporation Counsel
- Adversary Counsel

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### Optional Focus Groups

- School Personnel
- Law Enforcement
- Other Special Interest Groups

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### File Review

☞ Reviewers read case file prior to interview with caseworker

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### Caseworker Interview

- First interview of case review
- History of case
- Strengths
- Questions/issues to be explored by reviewers

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## Interviews

- “It takes a village to raise a child.”
- QSR philosophy recognizes that many community systems impact outcomes for children and families.
- Diverse viewpoints contribute to “big picture” understanding of family and system.

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## Interviews (con’t)

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|------------------------------|--|
| ■ Caseworker                 | ■ CASA   |
| ■ Parents                    | ■ Child  |
| ■ Family members             | ■ Service providers (Mental Health, AODA, DV, etc.)    |
| ■ Foster parents             | ■ Physicians/Psychiatrists                             |
| ■ Teachers                   | ■ Informal supports (Clergy, Friends, Neighbors, etc.) |
| ■ Guardian ad litem          |  |
| ■ Juvenile Justice Personnel |  |

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## Scoring

- Reviewers gather, analyze, and interpret data/patterns from the record, interviews, and observations.
- Reviewers analyze child and family strengths and underlying needs.
- Reviewers analyze strengths and needs of the child welfare system.

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### Caseworker Debriefing

- Assigned caseworker and supervisor are given feedback by reviewers after interviews completed
- Case Summary
- Strengths
- Opportunities
- Suggestions
- Questions

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### Case Presentations

- “Grand Rounds” teaches what’s working, what’s not working, and why
- Each case story is presented by the lead reviewer
- Agency workers, supervisors and managers are invited
- After the stories, case practice and systems themes are identified

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### Review Summary Presentation – Part 1

- Final Day of Review
- Powerpoint Presentation
- Macro view based on what learned from focus groups

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## Review Summary Presentation – Part 2

- Micro view
  - Aggregate scores
  - Strengths
  - Opportunities for Enhancement

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## Next Steps Meeting

- Final meeting of week
- County leadership
- “Low hanging fruit”
- Identifying next steps based on QSR results

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## Participation in a QSR Review

Shadow Experiences

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### Two-Tiered System

- Shadow 1 – Observer role
- Shadow 2 – Training to become certified peer reviewers

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### Review Team

- Dedicated CQI team – five CQI specialists
- Wisconsin is developing a pool of peer reviewers
  - State (DHFS) & county staff
  - Regional staff (HSAC)
  - Child welfare partners & stakeholders
  - Retired child welfare professionals

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### Shadow 1

- Observer of QSR process
- Paired with Lead Reviewer
- Take direction from Lead Reviewer in case
- Learn about child welfare practice in county being reviewed
- Experience QSR protocol

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### Shadow 1 Training

- Two hour in person or computer training taken prior to shadow experience
- CEU/CEH's awarded for training

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### Shadow 1 Field Experience

- Must complete training prior to field experience
- Observe 1 or 2 cases during a review week
- Reimbursed for meals and mileage
- CEU/CEH's awarded

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### Shadow 2

- Must commit to participating in two reviews within one year after training
- Classroom training
- Paired with certified reviewer/mentor during reviews to develop areas of competency
- CEU/CEH's awarded for classroom training and field experience

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## Shadow 2 Classroom Training

Two day training:

- QSR philosophy and design
- Review protocol
- In-depth review of indicators
- Experience scoring sample case

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## Shadow 2 Field Experience

Paired with certified reviewer/mentor during county review:

- Observes reviewer/mentor in first case
- Leads subsequent case reviews with coaching from reviewer/mentor

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## What We've Done

Quality Service Reviews:

- LaCrosse County field test – June 2005
- Pierce and Washington County pilots – September 2005
- Rock County – November 2005
- Waukesha County – December 2005
- Iowa County – January 2006
- St. Croix County – February 2006

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### Tentative QSR 2006 Schedule

- Dane County - March 13 – 24
- Sheboygan County – April 17 -21
- Washburn and Burnett – May 22 - 26
- Adams County – June 12 – 16
- Waupaca County– June 26 – 30
- Green County – *July 24 – 28*
- Barron County – *August 14 – 18*

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### 2006 Schedule (con't)

- Marquette County – September 11 – 15
- Columbia County – *October 2 – 6*
- Rusk County – *October 23 – 27*
- Kenosha County – *November 13 – 17*
- Racine County - *December 4 - 8*

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### What Role Can the Tribes Play?

- Participate as Shadow 1 or 2 Reviewer
- Focus Groups during review
  - Gain understanding of the relationship between the Tribal Court, Indian Child Welfare agency, and the county agency

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